

COMMUNITY

SUSTAINABLE DEVELOPMENT PLAN 2016



manchesterairport.co.uk



02

OUR AIRPORT

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INTRODUCTION

This Sustainable Development Plan (SDP) is an important document for our airport. It sets out our vision for Manchester over the next decades and addresses some of the key challenges we face.



Since 1982 we have published long term development strategies for the airport. The last Manchester Airport Master Plan was published in 2007. That set out the strategic direction for Manchester Airport up to 2030 by which time the airport was expected to be serving some 50 million passengers. Since 2007, the aviation industry and the wider economy have been through major changes. This led to a significant decline in air travel at Manchester and airports across the UK. Our last Sustainable Development Plan was produced in 2007 in response to the 2003 Government Air Transport White Paper which suggested that airports demonstrate how they could accommodate Department for Transport projected growth. In the case of Manchester, this was to demonstrate the ability to cater for an annual throughput of around 50 million passengers forecast for the year 2030. This new Sustainable Development Plan replaces the 2007 Master Plan.

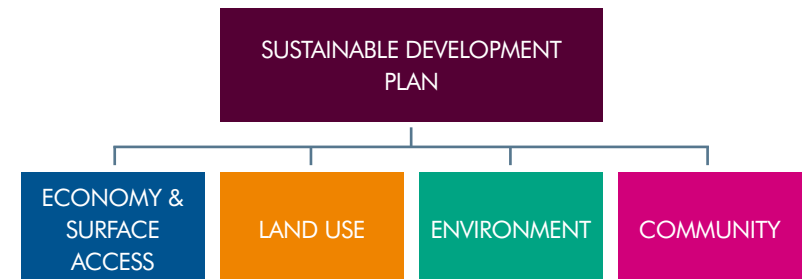
It has been produced in consultation with our many stakeholders and local communities as it is important that we engage fully within the region we serve.

Our strategic objectives for the growth and development of the airport run through the plan and underpin our proposals. They are:

- Explain the long-term opportunities for the growth and development of our airport;

- Set out our vision for the development of the airport site;
- Ensure the benefits of the airport's development and growth are felt by as many people as possible especially in respect of employment and skills;
- Managing and minimising local disturbance and environmental impact;
- Enable a constructive dialogue with all stakeholders, including our customers, neighbours and business partners;
- Inform the plans and strategies of others across the north west region and beyond; and,
- Provide evidence to inform Government and others of the implications and benefits of making best use of Manchester's capacity.

The SDP comprises four detailed plans that cover: Economy and Surface Access, Land Use Environment and Community programmes:



The Plan will be kept under review so that it remains relevant and reflects the evolution and the development of the airport. This follows the guidance in the 2013 Aviation Policy Framework. The formal review process will be undertaken every five years.

OVERVIEW

The Government's Aviation Policy Framework 2013 asks airports to prepare Master Plans to provide a strategic policy framework for their development. Government have provided some guidance as to form and content; but acknowledges that local circumstances will determine the approach that is taken.



In 2015, the independent Airports Commission produced its final report for Government, and a decision on how and where to provide additional capacity to best deliver and retain UK aviation hub capacity, is expected later in 2016. However, there is consistent support for growth at regional airports, such as Manchester, because of the significant benefits that arise, provided it is within acceptable environmental limits. Manchester Airport is recognised as having a markedly different role to other regional airports, because of its route network, facilities, connectivity and scale. It brings benefits to the whole of Northern Britain and is a significant catalyst for the Northern economy; supporting and attracting inward investment, tourism and trade. In recognition of this, the Government in 2011 confirmed that the Greater Manchester Enterprise Zone be centred on Manchester Airport and that the Airport City concept be used as a springboard for wider growth and regeneration.

This Plan is the latest in a long series of documents which have guided the long-term development strategy for our airport. We published our first Development Strategy in 1982, covering the period up to 1990. Our last Sustainable Development Plan was produced in 2007 in response to the 2003 Government Air Transport White Paper. This suggested that Manchester should demonstrate the ability to cater for an annual throughput of around 50 million passengers forecast for the year 2030.

Much has changed in the aviation industry since that time. So in 2015 we prepared an updated Sustainable Development Plan, and consulted widely with our stakeholders and neighbours. This final version of the Plan has been modified to take account of the results from public consultation and now sets the framework for the next phase of the airport's operation and development.

We have reassessed the capability of our airport to deliver an annual passenger throughput of circa 45 million. We set out how we would handle that level of activity, and how we would deal with the impacts that arise – both positive and negative. Whilst informed by national forecasts of future airport throughput, this Plan is not driven by, or fixed to, those forecasts. History has shown that fixing plans to forecasts is inherently unreliable. Economic fluctuations can quickly render forecasts out of date and hence discredit the plans reliant upon them. Whilst annual passenger forecasts are widely used to give an overall scale of airport activity and future growth, our focus is on maximising the capacity of our existing and future facilities and increasing efficiency in the use of all our assets. Our Plan shows how Manchester can develop in future years to play the fullest part in the UK's aviation market and, in particular, how our activities can bring the maximum benefit to our airlines, passengers and the regions that we serve.

THE DRAFT COMMUNITY PLAN



SETTING THE SCENE

We recognise that our operations at Manchester Airport have both positive and negative implications for the communities around the airport. This Community Plan sets out where we are proposing to focus our engagement with local communities, so that we contribute to the social and economic well-being of those living around the Airport.

It is our aim to continue to approach community issues openly and transparently and to adopt an approach to addressing them which maximises the benefits and minimises the adverse impacts, wherever possible. We regard a responsible approach to developing positive relationships with the local community as a vital part of achieving sustainable success at Manchester Airport.

This goal is best served by understanding the priorities of all our stakeholders, including employees, passengers, on-airport partners and the wider community in which we operate. We know from our experience at MAG airports, that this approach encourages genuine engagement that builds trust between different stakeholders.

MAG is committed to working in partnership with the communities around the Airport, and we continue to work with a wide variety of stakeholders. This plan sets out our achievements to date, and highlights the areas where we are intending to focus our engagement in the future.

For our work to continue to have a positive impact we remain committed to reporting our activities openly and transparently, working with feedback from our stakeholders to grow and improve our programme.

Manchester is the third largest airport in the country after Heathrow and Gatwick and currently handles over 23 million passengers per annum (mppa). Apart from Heathrow it is the only UK airport with two full length parallel runways. The airport is firmly positioned as the pre-eminent airport serving the north of the country with more than 200 world-wide destinations. With a strong network of services, the airport provides the north of the country with valuable international connectivity without the need to transit via the London airports or other European hubs. It is the only airport outside of the south east with the critical mass necessary to serve key emerging long haul markets. It handles double the number of passengers than the next largest non-London airport.

In 2015, Manchester Airport generated an estimated £900million of direct Gross Value Added for the North West economy (GVA – a measure of the value of goods and services produced in an industry, sector or economy) rising to £925million direct GVA to the UK economy. The airport provides a wide range of employment opportunities and supports economic activity throughout the wider supply chain, both within the region and further afield throughout the UK. The airport supports around 22,200 jobs on-site and nearly 45,000 jobs in the wider region.

THE DRAFT COMMUNITY PLAN



OUR VISION AND VALUES

Our vision is ambitious; to be the world's premier airport management and services company. Our Community Strategy helps us to work towards this vision, helping to deliver sustainable growth whilst being mindful of our local communities.

Our values matter and we recognise that for a modern business it is not just what we do but how we do it that is important.

OUR VALUES

- Finger on the pulse
- Brilliant at what matters
- Power of teamwork
- Safe hands
- Why not?

We believe that responsible business is good business. Working for the long term, with our wide range of disparate stakeholders ensures that we remain responsive to the rapidly changing and evolving business environment. Analysis of our impact studies has led to the development of our Community Strategy. We are committed to ensuring our development leaves a lasting legacy for the region and plays a central role in driving up skills and employment prospects for those living and working in neighbouring communities. Our growth also brings challenges and from our work with local communities we have agreed what they are and have in place plans to mitigate them.

Unchecked these have the capacity to impact our future and potential workforce and undermine our mission as we may not have suitable skills available to deliver growth. The opportunities available are significant; successful delivery of our Community Strategy offers

the chance to not only be a responsible neighbour, but a beacon of excellence in our industry and region. At the same time we hope to encourage local residents and school students to develop their employability skills, equipping and enabling our potential and future workforce. We will ensure that we carefully nurture our community relationships at the same time as encouraging and assisting our colleagues to go into the community to volunteer, thereby developing their own skills and engagement.

By building enduring relationships with our local communities, we will seek to understand the issues that are important to them, to appreciate how our operations affect them and to use our combined skills and resources to work together for our mutual benefit.

Our Community Strategy is embedded within our business, developed with and integrated into the community. It describes our plans and the impacts that we anticipate they will have. This will ensure that our growth is beneficial to both parties. The Strategy has been shaped and reviewed through engagement with our key stakeholders. Key tools are our annual Impact Studies that enable us to understand the key issues in the local community and our regular dialogue with local people.

THE DRAFT COMMUNITY PLAN



Our Community Strategy is embedded within our business, developed with and integrated into the community. It describes our plans and the impacts that we anticipate these will have. This will ensure that our growth is beneficial to both parties. The Strategy has been shaped and reviewed through engagement with our key stakeholders. Key tools are our annual Impact Studies that enable us to understand the key issues in the local community and our regular dialogue with local people. These information sources are crucial in ensuring that our Community Strategy remains relevant in addressing the key community issues. Our community targets are set on a three-yearly basis and are reviewed and updated annually so whilst part of our overall Sustainable Development Plan, our Community Plan is reviewed more regularly to ensure remains responsive to local feedback.

For our colleagues we have measured the links between volunteering and engagement and have seen the learning and development benefits as well as the pleasure that many have from working in the local community.



THE PLAN

OUR PLAN



This Plan sets out the initiatives that we plan to focus on in these priority areas:

- Our Stakeholders
- Impact Areas
- Community focus
- Pillars of the Manchester Strategy
- Benchmarking our success
- Working in Partnership.

SUSTAINABLE DEVELOPMENT PLAN COMMUNITY



OUR PLAN



OUR STAKEHOLDERS

We recognise the importance of our key stakeholders and have actively sought their opinions during the drafting of this document. Our stakeholder consultation has included:

FORUM	Impact Study	Stakeholder meetings	Outreach Meetings	Community Champions/ Presentations	Colleague Opinion Survey
Colleagues			✓	✓	✓
Community Leaders	✓		✓		
Local Elected Representatives	✓	✓	✓		
Local Residents	✓		✓		
Manchester Airport Consultative Committee	✓	✓	✓		
Service Partners		✓*			

Figure 1: Stakeholder Consultation

*Airport Community Network.

2015

In 2015 81% of representatives of the communities of Styal and Heald Green told us that we were a good neighbour, with 39% of those suggesting that our relationship with them had improved.

2013

In 2013 92% of residents in Wythenshawe told us that our relationship was Good or Excellent with 46% noting an improvement.

2014

In 2014 73% of residents of Knutsford and Mobberley representing community leaders, complainants and community organisations told us that we are a good neighbour and 67% rated our relationship as good or better with an additional 21% saying that it is fair.

OUR PLAN



IMPACT

It is important to us that we make a difference. We will ensure that this happens by:

- Being clear about the target for each programme
- Talking to communities to ensure our interventions are relevant
- Enhancing impact by focusing activity on the Pillars of our Strategy
- Harnessing support from partnerships with our Stakeholders.

We will continue to measure and report our Impact through an annual Community Impact study and Complainant Satisfaction survey.



Figure 2: Impact Study Areas

OUR PLAN



COMMUNITY FOCUS

We know that our business has an impact on the areas surrounding our site; it is natural therefore that we will focus in particular on:

- those communities closest to our business
- those most affected by our operations.

This has led us to a layered approach to our Strategy giving an increased scope to concentrate our efforts in areas closest to and/or most affected by our business.

Primary Focus – Continues to be Wythenshawe, a relatively deprived community of 70,000 people located just one mile from our runways and adjacent to our site.

Secondary Focus area – Shaw Heath, Knutsford, an area of similar demographics to Wythenshawe affected by our main westerly departure routes and easterly arrival routes.

Third Focus area – Heald Green located less than 2 miles from the runway end and directly under our inbound approach path and also affected by departing aircraft in easterly winds.

OUR PLAN



Our effects are however felt over a much wider area. This is particularly the case in our shareholder areas – the 10 Local Authorities of Greater Manchester but is also true of Cheshire and Warrington and our wider catchment area. In response to this we have:

- Created a Community Trust Fund area of benefit, overseen by our Consultative Committee. It is 10 miles in radius, and includes areas where aircraft will be regularly seen and may be heard and has been agreed by our local stakeholders
- Developed web based support materials that inform about our business operations and how to find careers in our business.

2013
/14

Bring your Child to Work day is for children of colleagues who are in year 6. Each year 20 children have a fun day seeing what their mums and dads get up to at work.

In 2013/14 we supported 12 children of colleagues on **work experience placements**

Colleagues – We know that our colleagues may live beyond these areas and yet may have an expectation that we will support them and their families. For this reason we have developed a range of support packages that are offered to all colleagues regardless of where they live.



Figure 3: Community Focus

OUR PLAN



PILLARS OF THE MANCHESTER STRATEGY

These key Pillars have been developed through collecting data formally in our Impact Studies, stakeholder meetings with elected representatives and "Seeing is Believing" visits. This is supplemented with the large number of informal discussions and conversations with wider community groups and individuals.



Figure 4: Pillars of the Manchester Strategy

COMMUNITY

Continued consultation is integral to our Strategy ensuring continuous improvement and alignment to our local community and business need.

Our research has helped us to develop a Community Pillar that has a special focus on communication. It is important to us that communities find us trustworthy and that we will honour our promises. We are committed to communicating with communities both on an ongoing basis about our day-to-day operations and in relation to specific developments and projects, such as the Manchester Transformation Programme. To do this we will:

- Inform communities about our activities through a range of materials
- Offer a range of opportunities to meet with the Community Team and our colleagues ensuring clear information available to all of our neighbours about our plans and activities
- Listen to what our communities say to us, take that seriously and respond in an appropriate and timely way
- Encourage communities to benefit from our Community Trust Fund
- Ensure that our programmes include opportunities for all of those who live close to our site.
- Publish the results of our annual Impact Studies on our web pages.

OUR PLAN



EDUCATION

Education provides both children and adults with a vital grounding to progress into training and employment. For this reason it remains one of our most important focus areas. We aim to add value throughout the key stages 1,2,3,4 & 5, providing enrichment to the curriculum and helping schools with their management, as well as supporting university education and research. We will:

- Offer master classes and opportunities to enhance the curriculum focused on our business and employability tailored to fit age groups both in school and in higher education at under and post graduate levels

- Create a range of “accessible to all” programmes to enhance the delivery of the National Curriculum particularly focussed on activities that relate to our activities and that improve employability prospects
- Encourage and support our colleagues to act as leaders and Governors within schools located in our Impact Areas
- Encourage and support our colleagues to mentor and support young people transitioning from Education into the world of work
- Continue to focus on and support our partner High School the Manchester Enterprise Academy and its feeder primary schools.

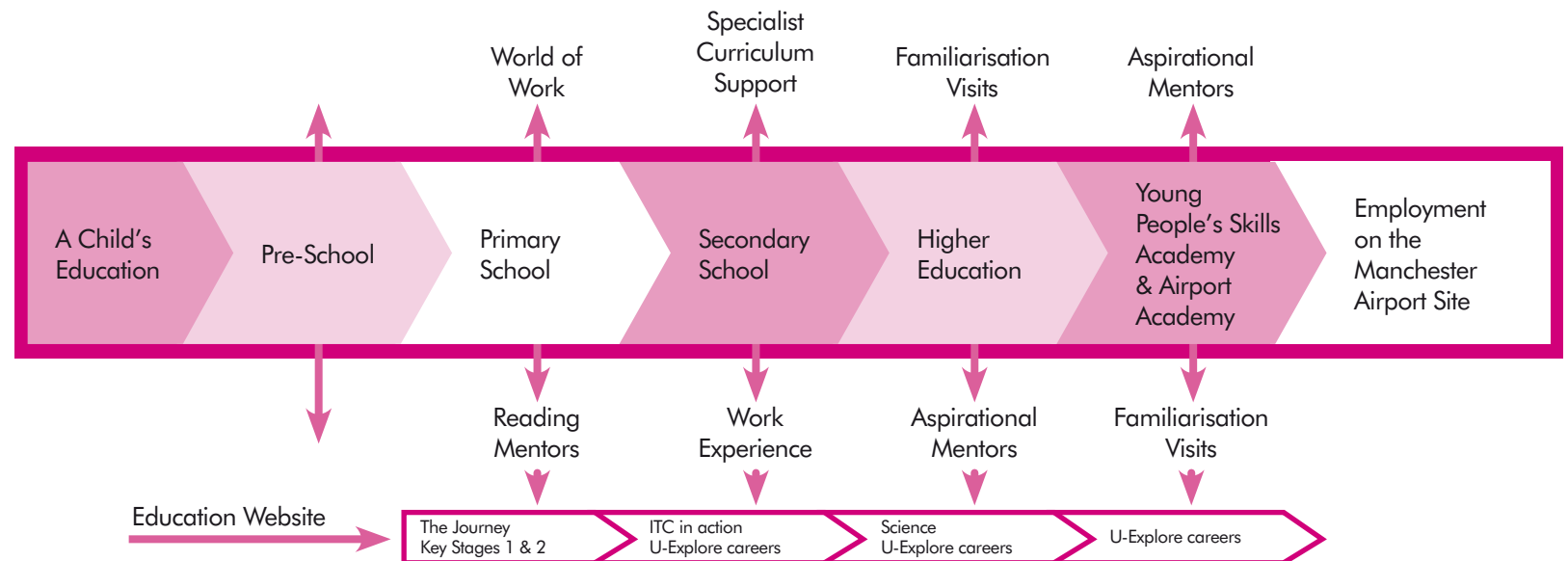


Figure 5: Education

OUR PLAN



EMPLOYMENT

Our site currently employs 22,200 people in a range of jobs from entry level to those which are highly skilled with good progression opportunities. This is likely to double over the next 10 years with the growth of our airport business and the development of Airport City next to our aviation site. Our conversations with the community often tell us that access to work on our site is an aspiration for many people of all ages who live locally. For our business and that of our Service Partners, skilled and motivated colleagues are key to our growth. For this reason we are committed to ensuring there is a widespread access to a range of opportunities to access work on our site.

2014

Airport Academy 300 into work

Young Peoples Skills Academy 36 into work aged under 19

Supporting BiTC and GMCVO in Talent Match targeting hard to reach young people in Manchester

We know that this pillar often changes people's lives and are keen to be a part of this. We will:

- Continue to support, develop and improve the 'Airport Academy'. Support employability programmes that focus on offering opportunity for young people and those who are workless, in particular to work alongside the representatives of Councils to link the work of Airport Academy to local employability programmes
- Encourage our service partners to engage with us in employability programmes
- Work with our colleagues in Airport City to ensure there is good access to opportunities being created, particularly for those who living locally to the airport
- Work with employers, councils and transport providers to explore opportunities to improve access to employment opportunities on the airport campus
- Look for opportunities to access funding to develop bespoke opportunities to train and recruit young people for our site.

2014

300 elderly people enjoying Autumn Leaves

300 Halle tickets supporting 20 organisations in the community each year

OUR PLAN



ENTERPRISE AND CULTURE

This Pillar reflects the requests from the community to enrich the curriculum with wider opportunities and to offer inclusion to harder to reach groups, including the elderly, living close to us who may not be a part of our other focus areas. In delivering this we often bring together partners to offer enriched opportunities finding creative ways to work together. We are aware our operations – particularly the international nature of them – are of general interest to the community. The introduction of Chinese investment into Airport City and Australian investment into MAG as a whole has given a further global dimension to our business. We will look to harness that interest and use it as a vehicle to deliver educational messages and share cultural messages and experiences with the community wherever possible.

In developing this pillar we will:

- Continue to seek new partnerships that offer wider opportunity for local people
- Build upon existing partnerships to keep projects fresh and relevant
- Create spaces to show local talent within our terminals for static and performed art and music
- Ensure that our projects include people of all ages and cultures
- Share the benefits of our MAG sponsorship, in particular the Arts
- Develop programmes and links that showcase the international nature of our business and Airport City partnership; in particular the links to China
- Introduce links between our business and passenger needs.

OUR PLAN



COLLEAGUES

Participation from our colleagues enables a large part of our Community Strategy to be realised and their expertise and enthusiasm are often the contribution most valued by those who benefit from our interventions. The Airport business supports volunteering by offering up to 2 days to each employee to be used in activities supporting the Community Strategy and for managers this is linked to the Colleague Achievement Review and bonus. This pillar will:

- Support colleagues in offering volunteering opportunities that develop skills, enhance teams and support the Community Strategy
- Support Employee Champions to link to the wider colleague community
- Hold employee road shows to encourage participation and understanding of the Strategy
- Collect data on the benefits of volunteering.

2014

In 2014 we contributed 6,710 volunteer hours

21% of our colleagues volunteered

Support 12 school Governors volunteering in our Impact Areas



OUR PLAN



BENCHMARKING OUR SUCCESS

Ensuring that our programmes are relevant and excellent is fundamental to their success and meets our business value to be 'Brilliant at what Matters'. Our measures of success are published in our annual report, embedded within our targets and include:

Local formal	Local Informal	Regional	National
Impact Study	Meetings with our Stakeholder Groups	Regional BiTC Awards	The Community Mark
Number of Complaints	Intelligence at Outreach events		BiTC Community Index
Complainant survey			The London Benchmarking Tool

Figure 6: Benchmarking Our Success

2013

Dragons Den 2013 25 schools raising £13500 for local hospices learning business skills (Airport Community Network)

4 Numbers at Work events partnered with BW3 benefitting 120 primary children

'Whats My Line?' in 2 Knutsford schools in partnership with Knutsford and Longridge Support Group

SUSTAINABLE DEVELOPMENT PLAN COMMUNITY



OUR PLAN



WORKING IN PARTNERSHIP

We recognise that our agenda is wide ranging and stretching and that our business is not able to deliver it all on our own. We are aware that many of our service partners and neighbours are keen to work with communities in a similar way to ourselves. With this in mind we have set up 3 partnership groups on our site and in our two primary impact areas that support us in delivering the Strategy.

Airport Community Network – Service partners on our site delivering a range of programmes linked to Wythenshawe, Education, Employability and Enterprise.

BW3 – Business working with Wythenshawe supporting Education and Enterprise.

Knutsford and Longridge Support Group – Working in Knutsford supporting Education and Employment.

Manchester Airport Consultative Committee – This group gives us feedback on our operations and intelligence of how our activities are viewed by both our customers and our community, suggesting improvements and bringing expertise from other organisations. We value the support that this Committee gives us and often it has enabled innovation and change. In particular, the Passenger User Sub-Group that focuses on consideration of all passengers' needs.



COMMUNITY STRATEGY TARGETS 2015 TO 2018

TALKING TO OUR COMMUNITY	Performance Achieved 12/13	Performance Achieved 13/14	Performance Achieved 14/15	Target 15/16	Target 16/17	Target 17/18
Host Outreach activities each year in addition to attendance at Knutsford	17 (Target 10)	17 (Target 10)	16 (Target 10)	15	15	15
Host bi-annual visits for councillors	Cheshire Stockport Manchester	Cheshire Stockport Manchester	Cheshire Stockport Manchester	Cheshire Stockport Manchester Trafford	Cheshire Stockport Manchester Trafford	Cheshire Stockport Manchester Trafford
Host annual visit for Faith leaders	N/A	Yes	Yes	1	1	1
Number of Complaints not to exceed 1200	737	1493	860			
Respond to customer complaints in five working days	100% (Target 95%)	100% (Target 95%)	100% (Target 95%)	97%	97%	97%
Movement per Complaint ratio target 130	225	112	199	130	130	130
Bi-annual Complaints Customer Satisfaction Survey	✓ 72% rated us as helpful		72% rated as helpful			
To conduct 1 Impact Study each year with a satisfaction rating of 80% or more	Heald Green & Styal	Wythenshawe	Knutsford and Mobberley	Heald Green v& Styal	Wythenshawe	Knutsford and Mobberley
Quarterly e news letter	Wythenshawe Wider Community	Wythenshawe Wider Community	Wythenshawe Wider Community	Wythenshawe Wider Community	Wythenshawe Wider Community	Wythenshawe Wider Community

COMMUNITY STRATEGY TARGETS 2015 TO 2018

EDUCATION	Performance Achieved 12/13	Performance Achieved 13/14	Performance Achieved 14/15	Target 15/16	Target 16/17	Target 17/18
Number of children benefitting	5,120	5,210	5,210	5,000	5,000	5,000
Encourage colleagues to act as leaders in schools through Governance	10	10	12	13	14	15
Encourage our colleagues to act as learning mentors at MEA	N/A	N/A				
Offer high quality Work Experience Placements	44	40	N/A			
Support Activities in Primary schools located in the Area of Benefit	31 (Target 15)	26 (Target 15)	23 (Target 15)	20	20	20
Support Activities in MEA feeder primary schools	35 (Target 15)	39 (Target 15)	29 (Target 15)	15	15	15
Support activities in target area Wythenshawe and Cheshire High Schools	22 (Target 5)	22 (Target 5)	20 (Target 5)	15	15	15

COMMUNITY STRATEGY TARGETS 2015 TO 2018

EMPLOYMENT	Performance Achieved 12/13	Performance Achieved 13/14	Performance Achieved 14/15	Target 15/16	Target 16/17	Target 17/18
Airport Academy continue to offer on-site accommodation	✓	✓	✓	✓	✓	✓
Offer Adult Work Experience Placements	N/A	N/A	N/A	10	10	10
Offer Training to Unemployed People	153 (Target 250)	552 (Target 350)	Airport Academy 644 (Target 300) Young Peoples Skills Academy 69	300	350	400
Find work on our Site for Unemployed People through Airport Academy and other Partners	74 (Target 250)	81 (Target 300)	182 (Target 250) Young Peoples Skills Academy 43	250	300	350

COMMUNITY STRATEGY TARGETS 2015 TO 2018

ENTERPRISE AND CULTURE	Performance Achieved 12/13	Performance Achieved 13/14	Performance Achieved 14/15	Target 15/16	Target 16/17	Target 17/18
Introduce schools projects showcasing international culture	N/A	N/A	N/A	2	4	6
Introduce schools projects showcasing international languages	N/A	1	1	2	4	6
Share the benefits of MAG arts sponsorship	400 Tickets 65 Organisations	400 Tickets 65 Organisations	400 Tickets 65 Organisations	65 Organisations	65 Organisations	65 Organisations
Showcase community Art within our business	Wythenshawe Art Gallery partnership with Visit Manchester – Art in T1	Wythenshawe Art Gallery partnership with Manchester Cathedral – Art in T1	Wythenshawe Art Gallery partnership with Manchester Cathedral – Art in T1	Wythenshawe Art Gallery Target partnership	Wythenshawe Art Gallery Target partnership	Wythenshawe Art Gallery Target partnership
Continue to support the Community Trust Fund with £100,000 plus income from fines	£100,000 Fines £9,450	£100,000 Fines £45,600	£100,000	£100,000	£100,000	£100,000
Host a Community Activity benefitting passengers	1	1	1	1	1	2

COMMUNITY STRATEGY TARGETS 2015 TO 2018

COLLEAGUES	Performance Achieved 12/13	Performance Achieved 13/14	Performance Achieved 14/15	Target 15/16	Target 16/17	Target 17/18
Contribute Volunteer Hours to the Community	5557 (Target 4500)	7466 (Target 5000)	6710 (Target 5500)	5750	6000	6250
Number of Volunteers	592	402	404			
Volunteers as a % of colleagues	23% (Target 19%)	21% (Target 21%)	21% (Target 21%)	24% Stretch 26%	25% Stretch 27%	26% Stretch 30%
Measure Volunteer Colleague Engagement Score compared to Manchester cohort	+12%	+18%	+17%			
Measure Volunteer attendance compared to Manchester cohort	0.95/4.2%	0.12/4.58%	Year Incomplete			
Work alongside Community Champions and host Volunteer Road Show	✓	✓	✓			
Host children of colleagues on Work Experience	✓ 21	✓ 14	✓ 14			
Host children of colleagues at 'Bring Your Child to Work Day'	✓ 10	✓ 24	✓ 20			

MANAGING LOCAL IMPACTS

Aircraft noise is one of the most significant local concerns around Manchester Airport. We have a well-established suite of measures through which we seek to minimise the impact of noise on the local community and we will continue to deploy and develop these measures.



SOUND INSULATION GRANT SCHEME (SIGS)

Manchester's Sound Insulation Grant Scheme has been in place for over 40 years. We continue to offer those living close to the airport a contribution towards the cost of insulating their home against aircraft noise. Some other buildings affected by noise, such as schools and hospitals, may also be able to get grants towards sound insulation.

Details of the sound insulation grant scheme are available on our website at manchesterairport.co.uk/community/living-near-the-airport/sound-insulation-grant-scheme

To reassure those who are most impacted by aircraft noise, we regularly review noise impact and will consider purchasing properties exposed to the highest levels of aircraft noise. We also offer a property relocation scheme. This covers the costs of moving house and is designed to help residents in the noisiest areas to move. This was introduced in 2005 and is available to around 200 properties, principally in Heald Green and Wythenshawe.

VORTEX

When an aircraft travels through the air it causes air turbulence behind it. This turbulence can lead to circulating currents of air known as vortices. Most vortices are broken up before they reach the ground, but sometimes – particularly in the final stages of landing – they can reach roof level, causing tiles to lift or slip. We have identified areas where roofs are most likely to be damaged as a result of vortices. When it is confirmed that vortices have damaged a roof, we will immediately repair the roof and give it a vortex-resistant roof covering. In some areas properties may be eligible for re-roofing.

HANDLING COMPLAINTS

Members of the community that are concerned by aircraft operations can contact us via phone or by email. Each concern is logged and investigated using our noise and radar track monitoring system. This system helps us identify the aircraft in question and whether it operated as it should have done. Since the opening of the second runway in 2001 the number of complaints received has reduced significantly. For example, in 2012 we received 721 complaints compared to 9,500 in 2001. We aim to respond to 95% of complaints within 5 working days but in 2013 we achieved 100% within the target response time.

In 2015 we completed an upgrade to our noise and track system and have introduced a web-based facility to allow members of the community to access information about where aircraft fly and the noise levels they have made. This will make the noise data more transparent and accessible to local people.

MANAGING LOCAL IMPACTS



COMMUNITY TRUST FUND

First introduced in 1998, our Community Trust Fund provides financial support for local projects designed to bring community, social or environmental benefit. The fund supports those areas that are most impacted by aircraft noise – broadly within a 10 to 15 mile radius of the Airport. It is a registered charity overseen by seven independent trustees drawn from our Consultative Committee and a member of the Airport senior management team. The fund receives £100,000 a year from the Airport plus all of the money received from our aircraft noise penalty scheme.

The fund awards grants to a maximum of £3,000. To be successful a group must: carry out positive work in the community and be of a charitable nature and 'not for profit' status; be community social; and, be based within the area of benefit.

The project should offer/be:

- Improve, enhance, protect and conserve the natural and built environment or offer heritage conservation;
- Or promote or advance social welfare;
- Or provide better appreciation of the natural and urban environment;
- Or create a safe habitat for fauna or flora;
- Demonstrate lasting benefit for the community;
- Benefit all members of the community regardless of race, gender or religion;
- Be from an established group or charity able to demonstrate clear banking or financial records, and not an individual or commercial organisation working for profit.

Details of the Trust Fund can be found at:

www.manchesterairport.co.uk/community/working-in-our-community/community-trust-fund/



Neighbours, stakeholders and a wide range of organisations in the region were consulted in 2015 to obtain their views. Where possible these comments have been incorporated into the final set of Sustainable Development plan documents. We will monitor our progress and will carry out a full review of our Plan every 5 years.

Visit: www.manchesterairport.co.uk/developmentplan

email: developmentplan@manairport.co.uk
or
planning@magairports.com

